

**Emergency Support Function 15 – External Affairs
DR-4332-TX - Hurricane Harvey
Daily Communications Summary
09/14/2017**

KEY MESSAGES

Navigating the Road to Recovery: Emergency Housing Assistance for Survivors

- **FEMA approved more than \$107 million in Housing Assistance for 27,000 households in Texas.** Housing grants to homeowners and renters help pay for a new place to rent after a disaster, as well as essential home repairs not covered by insurance.
- **The U.S. Small Business Administration (SBA) has approved more than \$144 million in low-interest disaster loans to homeowners and businesses in Texas.** SBA offers low-interest disaster loans to businesses of all sizes (including landlords), private nonprofits (such as churches and charities) and homeowners to repair or replace uninsured/uncompensated disaster-damaged property.
- **More than 21,000 households were staying in 2,000 hotels last night under FEMA’s Transitional Sheltering Assistance program.**
- **More than 5,000 survivors stayed in shelters last night,** under FEMA’s Public Assistance program, which reimburses local governments for emergency sheltering.
- **Policyholders in Texas have submitted more than 83,000 claims to the National Flood Insurance Program (NFIP) as a result of Harvey.** Advance NFIP payments to Texans now exceed **\$174 million.**

EMERGING ISSUES

Trends and Rumors from DSA Report 09.13

Trending

- Survivors are reporting:
 - When they contacted the city manager, they think they registered with FEMA.
 - Inspectors are not performing proper inspections.
 - Landlords are evicting survivors without warning and not allowing them to retrieve personal property.
 - They think income determines eligibility for FEMA assistance.
 - Inspectors told survivors they can’t get FEMA assistance if they completed repairs prior to inspection.
 - They are receiving flyers claiming to be FEMA inspectors asking residents to contact them.
 - Survivors are asking if TSA deadline will be extended.

Rumors

- Survivors are reporting:
 - The American Red Cross (ARC) is giving \$400 to every displaced survivor unconditionally.
 - They believe they are ineligible for FEMA assistance if they live in a travel trailer that was damaged.
 - They heard time between registration and inspector contact is over 21 days.
 - Rubicon claims to be a FEMA trained company sent to demolish homes before inspector arrives.
 - Survivors may not qualify for Harvey assistance because they applied for assistance after the June 2016 flood.
 - Safety concerns because they have to separate debris piles by material.
 - Port Arthur mayor posted on Facebook about two barges on the way to Port Arthur capable of sheltering 600 families.

KEY EFFORTS

The Joint Field Office-Austin News Desk has been activated.

- Please refer all media inquiries to (512) 490-3890 or FEMA-HarveyTxNewsDesk@fema.dhs.gov.

Joint Information Center (JIC)

Responded to 13 media inquiries from local and national outlets.

Conducted interviews with four radio, seven television, two online and six print media outlets and discussed:

- National Flood Insurance Program and flood mapping,
- Transitional Shelter Assistance ending for some survivors,
- Staying in touch with FEMA,
- Disaster Resource Centers as excellent sources of information,
- Texas local hires,
- Individual Assistance numbers and IHP approved funding, and
- Rumors about barges in Port Arthur.

Responder Support Camps: Location

- USS Lexington (Corpus Christi)
- Humble Box Store (Houston)
- Walmart Box Store (Houston)
- Cabaniss Field (Corpus Christi)
- USTS General Rudder
- Ford Park (Beaumont)
- USTS Kennedy
- USTS Empire State

Other Federal Agencies:

HOUSING URBAN DEVELOPMENT (HUD)

- HUD Public Housing staff from the Fort Worth, Houston and Dallas HUD field offices continue to work in shelters/DRCs to find HUD-assisted clients, assess their housing or other needs, and help them with them. We have identified 250 HUD-assisted clients in the two Houston shelters to date.

- HUD staff participated in meetings at the GRB Houston shelter (which is moving) with FEMA and ARC to discuss unified shelter team priorities going forward. The number one priority is having the 200+ shelter occupants with a "pending" status processed through the FEMA portal to ensure TSA and RA-approved occupants are provided benefits.
- FEMA Mass Care has requested HUD staff at a shelter in Port Arthur.
- Metro Dallas Homeless Alliance, the Continuum of Care (unified homeless programs provider, funded by HUD) is working with the JFO team to engage the homeless population at the Kay Bailey Hutchison Convention Center shelter. MDHA believes it can house 100+ homeless survivors once verifications is provided that they are ineligible for FEMA assistance. HUD is coordinating with FEMA to ensure that verification can be provided.
- HUD has dedicated phone lines in the JFO, and in the Fort Worth Regional, Houston and San Antonio HUD offices for HUD-assisted survivors to call for information and assistance. The numbers will be available at the shelters and DRCs. The JFO line will be staffed seven days a week from 8:00 am-6:00 pm.
- The Special Advisor to the HUD Acting Deputy Secretary and the Regional Public Affairs Officer continue to work with FEMA and other partners on the Hurricane Harvey Housing Program and media messaging for it.
- The Regional PAO worked with FEMA to issue a FEMA fact sheet today regarding the ability of HUD-assisted families to receive FEMA IA if their home is unlivable-"Did You Receive HUD Rental Assistance Before Hurricane Harvey?" The information will help clarify the duplication of benefits issue for IA for HUD and FEMA staff in shelters and DRCs.

U.S. ARMY CORPS OF ENGINEERS (USACE)

- Debris Cadre is providing technical support (defining requirements, monitoring) during debris removal activities performed by county/local governments.
- All 13 ports on the Texas Coast are open; four without restriction and nine with draft and daylight only restrictions.
- The port of Beaumont is open with draft and navigation exemptions. The Neches River is open with draft restrictions. Brazos River floodgates are open; Navigation closed at the Colorado River Locks and along the Gulf Intra-coastal Water Way (GIWW) due to shoaling.
- Water management specialists continue reducing water releases from Addicks and Barker Dams, into Houston's Buffalo Bayou in accordance with USACE's water control manual.
- Media Queries continue to focus on did we factor in nearby water treatment facilities when making decisions on water releases, but navigation inquiries are on the rise.
- PAO plans to send out Media Advisory for Press Conference on 14 September.
- Requests from EPA for Fact Sheet on Debris Mission.

DEPARTMENT OF INTERIOR (DOI)

Talking Points

- USGS stream gages show 39 sites in the affected area where streamflow is above normal for this time of year, with four at all-time highs (near Houston and Beaumont).
- USGS scientists have begun flagging high-water marks in the Houston urban area.
- Texas Point and Big Boggy National Wildlife Refuges are open and under normal operating conditions.
- Anahuac, Brazoria, San Bernard and Trinity River National Wildlife Refuge Visitor Center and Main Offices are open to the public, but the rest of the refuges remain closed due to flooding.

- Aransas and McFaddin National Wildlife Refuges are closed until further notice.
- Due to erosion from Hurricane Harvey, Big Bird Basin campground is closed until further notice at Padre Island National Seashore.

Assets in the Field

- USGS has technicians in the field flagging high-water marks on trees, buildings, and other structures.
- USFWS has a mobile emergency response unit at Balcones Canyonlands National Wildlife Refuge northwest of Austin, TX.

Planned Outreach

- No media interviews set up currently.
- Social media posts are planned to update on the high-water mark collection effort and as public lands reopen.

U.S. DEPARTMENT OF AGRICULTURE (USDA) RELIEF COMMUNICATIONS

Texas Livestock

- The 54 Texas counties declared a disaster area due to storm Harvey contain more than 1.2 million beef cows (or 27 percent of the state's cowherd), according to a U.S. Department of Agriculture inventory report.
- The disaster area also includes a large number of livestock auction markets and Sam Kane meat processing.
- Estimates are still being taken to account for the total number of livestock lost in the hurricane/flooding.

Food & Housing Benefits

- Article from Sept. 7 Huffington Post highlighting one woman's struggle for recovery, and how FEMA and USDA provided housing and food benefits when she needed them:

http://www.huffingtonpost.com/entry/disaster-food-stamps_us_59b1a140e4b0b5e53104cca5

From Around the Country

- Fort Dodge, Iowa (Messenger) Editorial: <http://www.messengernews.net/opinion/editorial/2017/09/usda-helps-with-harveys-aftermath/> ("The Messenger applauds the prompt action by USDA to adjust its rules to make a fast and appropriate response to Hurricane Harvey's disruption easier. USDA officials have responded with wisdom to the special circumstances this storm has created.")

RSF-3: HEALTH AND HUMAN SERVICES (HHS)

Current Situation:

- HSS personnel continued to collect data from multiple sources to aid in the mission scoping assessment.
- Received CMS data on current closed healthcare facilities in TX.
- Attended Community Planning and Capacity Building (CPCB) meeting and shared information to assist CPCB in their initial planning efforts.
- Met with the TX Health Commissioner and CDC to provide an overview of HSS / RSF proposed next steps in data collection.
- Attended Disaster Research Response Coordination meeting with National Institute of Environmental Health Services (NIEHS), academia, and partners from other sectors; discussed water contamination, outdoor contamination, air quality, indoor exposures, and mental and physical health effects.
- Participated in conference call regarding Care Regional Medical Center damage and data needs.

ACF (Assistance for Children and Families):

- Performed a quality control check of the data indicator spreadsheet verifying census data for children receiving CCDF subsidy pre-disaster, as well as children under 18 years old and poverty per county in the 39 declared counties.

- Conducted call with the Region 6 Child Care RPM to discuss options for assisting TX child care in assessing operational status of providers that have not yet responded to their survey. Also discussed TA options and requests. Followed up with summary of ideas.
- ACF staff, with the approval of the Region 6 Child Care Program Manager, conducted a call with the Region 6 Child Care State System Specialist in order to share Child Care data in the declared 39 counties, the action plan and priorities of the Texas State Licensing Agency, and to share a unofficial request from that agency to organize Child Care Stakeholders so that survey and assessments be conducted in a uniformed manner. Further, capacity and the timing of this potential TA activity were discussed.
- Summarized the call with the Region 6 Child Care State System Specialist and provided it to the Region 6, Child Care Regional Program Manager.
- ACF staff discussed with a FEMA HSS support the possibility of mapping a child care provider location using a nomenclature of open, damaged, temporarily moved, or permanently moved, or other possible identifiers, or scales.
- Discussed with FEMA Corps coordinator potential support options for child care recovery.
- Discussed with the FEMA Mass Care federal disaster funding options to secure vehicles so Child Care Licensing can travel to child care facilities due to a shortage of vehicles in Harris County and Beaumont.
- Provided Special Education resources from FEMA's education group to ACF staff to share with grantees.

CDC (Center for Disease Control):

- Participated in HRSA-led HHS Preparedness for Pregnant Women call; carbon monoxide (CO) poisoning info and generator safety communication material provided to CMS; distributing communication material relevant to recovery issues post-hurricane.

U.S. Small Business Administration (SBA)

As of **COB Sept. 13, 2017:**

- Total SBA loans received: **21,163**
- Total SBA loans approved: **1,986** totaling nearly **\$172 million**
- The **U.S. Small Business Administration (SBA)** announced that SBA will offer an automatic 12-month deferment of principal and interest payments for SBA-serviced business loan and disaster loans that are in "regular servicing" status for residents and businesses in the declared counties.
- The SBA and the Texas Gulf Coast Small Business Development Center Network has opened a Business Recovery Center to provide a wide range of services to businesses affected by Hurricane Harvey.
- Hours of operation are **8 a.m. to 6 p.m. Weekdays and 9 a.m. to 4 p.m. Saturdays and Sundays.**
- The deadline to apply for property damage is **Oct. 24, 2017**. The deadline to apply for economic injury is **May 25, 2018**.

County	Location
Aransas	Women's Club of Aransas County, 1104 Concho St. Rockport TX 78382
Harris	University of Houston Small Business Development Center Region Office, 2302 Fannin St., Suite 200 Houston TX 77002
Nueces	Port Aransas Community Center (next to the museum), 408 N. Alister St., Port Aransas TX 78373

FEMA Program Operations ***Individual Assistance (IA)***

Disaster assistance for homeowners and renters may include grants to help pay for temporary housing, essential home repairs, personal property replacement and other serious disaster-related needs not covered by insurance or other sources.

As of COB Sept. 11:

- Total registrations: **708,801**
- Total Individual Assistance (IA) applications approved: **221,357**
- Individuals & Households Program (IHP) grants approved: more than **\$288 million**
 - Housing Assistance: more than **\$179.6 million**
 - Other Needs Assistance: nearly **\$108.5 million**
- FEMA Inspectors in the field: **1,863**
- FEMA Inspections Completed: **90,306**
- Total DRC visits: **9,283**
- Total TSA rooms occupied: **23,716**
- Total TSA applicants checked in: **21,895**
- Total hotels utilized: **2,029**

Individuals and families in **Austin, Aransas, Bastrop, Bee, Brazoria, Calhoun, Chambers, Colorado, DeWitt, Fayette, Fort Bend, Galveston, Goliad, Gonzales, Hardin, Harris, Jackson, Jasper, Jefferson, Karnes, Kleberg, Lavaca, Lee, Liberty, Matagorda, Montgomery, Newton, Nueces, Orange, Polk, Refugio, Sabine, San Jacinto, San Patricio, Tyler, Victoria, Walker, Waller and Wharton Counties** are eligible to apply for federal disaster assistance through IHP.

- Registering with any other agency *does not* register a survivor with FEMA.

Disaster Recovery Centers (DRC)

DRCs are one-stop shops for storm survivors seeking one-on-one help. Representatives from FEMA, SBA and various state agencies will be available to answer questions.

To find the nearest DRC use: asd.fema.gov/inter/locator/home.htm.

Unless otherwise noted, all DRCs are open **7 a.m. to 7 p.m., daily**.

DRC #	County	Location
MDRC #1	Jackson	Edna High School Football Stadium 1303 W. Gayle St. Edna TX 77957 Open 9 a.m. to 6 p.m. daily
MDRC #2	Wharton	Wharton Civic Center 1924 Fulton Street, Wharton TX 77488 Open 9 a.m. to 6 p.m. daily
DRC #1	Harris	George R. Brown Convention Center 1001 Avenida de Las Americas, Houston TX 77010
DRC #2	Colorado	Colorado County Services Facility 305 Radio Ln., Columbus TX 78945
DRC #3	Fayette	La Grange Recreation Center 653 East Pearl St., La Grange TX 78924

DRC #4	Calhoun	Calhoun County Library 200 W. Mahan St., Port Lavaca TX 78752
DRC #5	San Patricio	Bay Vista Center Suite 174 & 178, 2334 Hwy 361, Ingleside TX 78362
DRC #6	Victoria	Victoria County Health Department 2805 N. Navarro, Victoria TX 77901
DRC #7	Goliad	Goliad Memorial Auditorium 925 S. State Hwy 183, Goliad TX 77963
DRC #8	Fort Bend	Fort Bend County Sienna Annex 5855 Sienna Springs Way, Missouri City TX 77459
DRC #9	Montgomery	Friendship Center/Community Center 31355 Friendship Drive, Magnolia TX 77355
DRC #10	Fort Bend	Simonton Community Church 9703 FM 1489 (Simonton Road), Simonton TX 77476 Open Monday-Saturday 7 a.m. to 7 p.m. Closed Sunday
DRC #11	Dallas	Kay Bailey Hutchinson Convention Center 650 Griffin Street, Dallas TX 75202
DRC #12	Fort Bend	Katy Mills Mall 5000 Katy Mills Circle, Katy TX 77494
DRC #13	Harris	Baytown Community Center 2407 Market Street, Baytown TX 77520
DRC #14	Harris	Greenspoint Mall 12300 North Fwy. Houston TX 77060
DRC #15	Jefferson	The former Goodwill building 3871 Stagg Drive, Unit 166, Beaumont TX 77701
DRC #16	Harris	Webster Civic Center 311 Pennsylvania Avenue, Webster TX 78373

Public Assistance (PA)

Federal Registry Notice (FRN) #6 adds Bee and Refugio counties for PA categories C-G on Sept. 12. Bee and Refugio are already designated for Individual Assistance and assistance for debris removal and emergency protective measures (Cat A and B), including direct federal assistance, under the Public Assistance program.

Total inquiries (To Date): 19

Received five inquiries; closed two

- **1 – PA Congressional Call**
- **3 – Congressman Debris Removal/Cost Per Cubic Yard**
- **1 – Congressman Debris Removal/HOA**

PA Request Subject Matter: Debris Removal –PPDR/Cost Sharing/Cost Per Cubic Ft/Fact Sheets/Reimbursement/HOA Sub grantee, PA Hotline Verification, PA Obligated Funds Verification etc.

Summary/Activities

- **Four Project Worksheets (PWs) for emergency work totaling more than \$181 million (federal share) have been obligated. The PWs are as follows:**
 - \$101.4 million to the city of Houston for debris removal (expedited)
 - \$49.5 million to Harris County for debris removal (expedited)
 - \$340,000 to Texas A&M Engineering Extension Service for emergency protective measures
 - \$29.8 million to the Texas Military Department for emergency protective measures
- Texas Department of Emergency Management (TDEM) begins Applicant briefings today (Sept. 14). The briefings will be delivered by webinar at the TDEM Austin office.
- PA exploratory calls begin today.
- Debris OCC is working on a template for demolition Right of Entry (ROE).
- PA leadership will reach out to the Alabama-Coushatta Tribe of Texas to assess potential needs.
- TDEM and FEMA critical infrastructure lead conducted meetings and conference call with the Texas Hospital Agency who represent hundreds of hospitals across the state to provide a PA program overview and highlight FEMA support.
- Coordinated a meeting between EPA and the Texas Water Development Board to discuss funding access options for Applicants prior to the distribution of PA grant program funding.
- PA staff will relocate to the annex at Rutherford in the near future.

DISASTER SURVIVOR ASSISTANCE (DSA)

As of **COB Sept. 13, 2017:**

- DSA Deployed: **896**
 - Home Visits: **34,312**
 - Total Survivor Interactions: **51,884**
 - Total Survivor Registrations: **10,090**
 - Total Whole Community Referrals: **2,862**

BRANCH II

Austin County

City of Wallis

Observation:

- Bridge with warning cones at Highway 36 and Tomlinson Road had damage, but is still accessible.

Brazoria County

City of Pearland

- Survivors reported difficulty finding hotels with accommodations for families with Access and Functional Needs. *Referred to DIA*

Fort Bend County

City of Rosenberg

Observation:

- Intersection of FM762 & Brazos is still closed.

Galveston County*City of Dickinson***Observations:**

- Disaster Relief of Missouri is in the area delivering water, diapers, food, and other necessities.
- Survivors were unaware they could receive assistance for lost wages due to the disaster. *Referred to Texas Workforce Commission.*

Signs of Recovery:

- Samaritan's Purse is helping to cleanup and muck out of homes in Town of Friendswood.

Hardin County*City of Silsbee*

- Homes are abandoned and in construction phases.

Signs of Recovery:

- AT&T working on downed lines at Junction of Hwy 96 and Old Beaumont Rd., Sour City.
- U.S. Post Office mail trucks were seen in the neighborhoods delivering mail.

Jasper County*City of Buna*

- Survivors not found ineligible due to not maintaining flood insurance. *Referred to NFIP, Disaster Legal Services.*

Jefferson County*City of Port Arthur*

- Port Arthur mayor posted on Facebook two barges capable of sheltering 600 families.
- Post also states that MHU's have been approved for Jefferson County. *Referred to EA.*
- ARC is issuing checks for \$400 to applicants that apply on-line.
- Applicants' frustrations because limited access to a computer and the site had crashed. *Referred to ARC*
- Texas Legal Services to provide free legal assistance.

Signs of Recovery:

- Local businesses in Port Arthur are re-opening.

Montgomery County*City of Conroe*

- Received inquiries for 40 LEP Spanish speaking survivors living in tents.
- Survivors report copperhead snakes seen in nearby debris piles.

Observations:

- Survivors living in uninhabitable dwellings that require them to wear face masks. *Referred to County EM, ARC*
- Access road has large amounts of debris in the road preventing large vehicles to drive through. *Referred to IA, County EM*

City of New Caney

Signs of Recovery:

- Sudden Link and Entergy trucks unloading dirt on Lakeview Drive to make road drivable.

Orange County

Observation:

- Debris is still scattered all around the City of Vidor.

San Jacinto County

City of Cold Spring

- Red Cross is serving hot meals to survivors in Twin Harbors

Tyler County

Town of Woodville

- Survivors report water boil notice still in effect in the Barlow Lakes.

Observation:

- Part of County Road 3700 has washed away. *Reported to County EM.*

Walker County

City of Huntsville

- Survivors report that roads have been washed out. *Referred to County EM*
- The Houston Food Bank Truck to be in Huntsville Saturday Sept. 16, from 12:00-4:00 p.m.

Wharton County

City of Wharton

- EM reported debris pick up has began
- Identified a LEP Spanish community.

BRANCH III

Aransas County

Town of Rockport

- Survivors report TSA approved hotels are limited in area.

BRANCH VI

Dewitt County

Observations:

- Damaged homes along the Guadalupe River.
- Survivors are burning debris piles.

Lee County

City of Giddings

Observations:

- Road debris clean-up on county roads 230 and 233.
- Roads remains still have standing water.

Travis County

City of Austin

- Survivors concerned that shelter will close on Sept 15, and unsure of where to relocate.
- Survivors unable to schedule inspections and their registrations are being “voluntarily withdrawn” due to no transportation.
- Survivors approved for TSA have difficulty finding hotels near their homes.

Concerns:

- Survivors reporting price gouging for mobile homes near Victoria/Rockport area.
Referred to the Texas Attorney General’s Consumer protection line

Victoria County

City of Victoria

Observations:

- Debris piles crowd the streets.
- Red Cross provide lunch in the Town of Bloomington.
- First Baptist Church will close on Sept 15, and commodities will be re-directed to Florida.

Harris Branch

Harris County

- Rock Kingdom Center and Church is providing water, nonperishable food and household items to displaced survivors (*South Houston*).

National Flood Insurance Program (NFIP)

NFIP Claims Estimate: 9/14/17

- | | |
|---|------------------|
| • Total number of claims to date | 85,030 |
| • Total number of claims closed to date | 962 |
| • Total amounts paid on all claims | \$240,646,529.21 |

Community Education and Outreach

- To date: 4,642 survivors have been counseled by CEO staff.

FEMA External Affairs Operations

Private Sector (PS)

- Provided recovery information to Karnes County Chamber of Commerce and to Port Aransas Chamber of Commerce President/CEO.

Limited English Proficiency (LEP)

- Continued to support contract Vietnamese interpreters with printed materials, including bilingual registration flyers and two fact sheets.
- Distributed to the media NR012 Disaster Recovery Center Opens in Harris County, in several languages, including Spanish and Vietnamese.

EA Field Liaisons

- Provided information on WorkinTexas.com and fema.gov/hurricane-harvy to LaPorte TX EMD, Seabrooke EMD, and city manager.

Congressional Affairs (CA)

- Received and responded to nine inquiries regarding inspection, CNA, private property debris removal, private nonprofit PA eligibility, NFIP flyers, regarding eligibility of foreign nationals with work visas, debris removal in private gated communities, inspections and receiving financial assistance, DRCs and evicted renters and status updates.

Speakers Bureau (SB)

- Received no new requests.

DAILY EVENTS SCHEDULE

Thursday, 09/14/2017

Time	Event/Purpose	Audience
0700 CDT	EOC Shift Change Conduct State Operations Center (SOC) Shift Change	All necessary state personnel
0715 CDT	Branch VI Morning Update Call Brief out from DIVs on priorities, issues, trends and critical information requirements.	Branch VI DB, Planning
0730 CDT	Operations Briefing Brief personnel responsible for executing and supporting the IAP	BDs, DIVS/GRPS, TFLs, CRLDs and other personnel responsible for supporting the IAP.
0800 CDT	Hunger Free Texans Regional meeting	IA, HM/NFIP, VAL
0800 CDT	Statewide Conference Call Statewide Coordination Call	
0830 CDT	Objectives Meeting Develop, review, and revise incident objectives and priorities for the next operational period	UCG, OSC, PSC, DCO, designated and invited guests
0900 CDT	Command and General Staff Meeting Review approved incident objectives. Provide, share important information and immediate direction	UCG, Command and General Staff, Situation Unit Leader, designated and invited guests

0900 CDT	OPS / LOG Call HQ Operations / Logistics Call	OSC/LSC
1000 CDT	DRC Work Group	
1200 CDT	Hurricane Harvey Interagency VTC Senior leadership video-teleconference regarding latest situational update on Hurricane Harvey	
1200 CDT	Field Ops Branch Coordination Call Coordinate and discuss field issues and concerns	Deputy OSC Field Ops, Field BDs
1300 CDT	Recovery Conference Call State Recovery Coordination Call	
1300 CDT	Joint Housing Solutions Working Group meeting	
1430 CDT	Operations Tactics Meeting Review and finalize the draft Operational Planning Worksheets (FEMA-ICS 215)	All Operations personnel, ESF leads, Community Relations Lead responsible for Incident Action Planning, RESL, LSC, and SOFR
1400 CDT	Coordinated Infrastructure Working Group Meeting to identify hot issues, shortfalls and unmet needs within critical infrastructure	TDEM, FEMA, ESFs
1600 CDT	Vector Control Task Force meeting	ESF 8, ESF 8 FEMA POC, PA- Brian Slie, State Health Service, CDC, DOD, EPA, EHP Preservation, External Affairs
1600 CDT	DRC Work Group Officially announce the results of the day's coordination efforts.	
1700 CDT	Planning Meeting Approve the IAP for the next operational period	UCG, Command and General Staff, SITL, designated and invited guests

1730 CDT	FCO / Section Chief Meeting Meeting between the FCO and Section Chiefs	FCO, OSC, LSC, PSC
1830 CDT	Operations Briefing Brief personnel responsible for executing and supporting the IAP	BDs, DIVS/GRPS, TFLs, CRLDs and other personnel responsible for supporting the IAP
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1615 CDT	Texas Association of Businesses, U.S. Chamber of Commerce Daily Call	PS, SBA, Texas Association of Businesses, U.S. Chamber of Commerce
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1830 CDT	Branch VI evening roll up call BD will provide updates, brief out from DIVS on tasks, needs and CIR report. Branch Ops on priorities, needs, trends and critical information requirements	Branch VI BD, DIVS, Ops
1900 CDT	South Belt-Ellington Chamber of Commerce Informative Discussions	PS, SBA
1930 CDT	Operations Briefing Brief personnel responsible for executing and supporting the IAP	BDs, DIVS/GRPS, TFLs, CRLDs and other personnel responsible for supporting the IAP
Friday, 09/15/2017		
0700 CDT	EOC Shift Change Conduct State Operations Center (SOC) Shift Change	All necessary state personnel

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1830 CDT	FCO / Section Chief Meeting Meeting between the FCO and Section Chiefs	FCO, OSC, LSC, PSC
1830 CDT	Branch VI evening roll up call BD will provide updates, brief out from DIVS on tasks, needs and CIR report. Branch Ops on priorities, needs, trends and critical information requirements	Branch VI BD, DIVS, Ops
1930 CDT	Operations Briefing Brief personnel responsible for executing and supporting the IAP	BDs, DIVS/GRPS, TFLs, CRLDs and other personnel responsible for supporting the IAP
1600 CDT	Vector Control Task Force meeting	ESF 8, ESF 8 FEMA POC, PA- Brian Slie, State Health Service, CDC, DOD, EPA, EHP Preservation, External Affairs
1615 CDT	Texas Association of Businesses, U.S. Chamber of Commerce Daily Call	PS, SBA, Texas Association of Businesses, U.S. Chamber of Commerce
1700 CDT	DRC Work Group Officially announce the results of the day's coordination efforts.	

WHAT PEOPLE ARE SAYING

San Antonio Rivard Report, Sept. 13, 2017

[Harvey Evacuees Receive Physical, Emotional Support In San Antonio](#)

As the water began flooding their apartment, the Speros – along with his brother in law, his wife, and their 3-month-old baby – went up to the second floor to find shelter in a vacant apartment. A family member called to let them know that the National Guard had been called to their location. The Speros were directed to stand outside and wave something in the air so that rescuers could spot them.

Alex Spero went outside and held a car seat in the air, waving it around like a flag. “They never saw us,” he said. “They left and we were not rescued.”

Spero was reminded that his neighbor had a makeshift wooden boat, and in what he called a “life-or-death decision,” he chose to swim the five blocks toward what he considered his family’s last chance to get out safely.

“I felt like I was getting bit a lot,” he said. “I saw catfish and gators, but my main priority was my family.”

Retrieving the boat, Spero got his family into the craft and began to pull them to safety with a rope attached to his waist. Then the rain started again, which scared Spero and his family the most. “The adrenaline was pumping so fast that I shoved my emotions to the side,” he said. “I feel like I’m still fighting back all of my emotions. I’ve never been in this situation.”

MEDIA ANALYSIS

Hot Issues

- None

News Clips Analysis/Trends

- The challenges of recovery and the question for survivors of what to do next seem to dominate print and broadcast stories. Coverage is focusing on the opening of additional Disaster Recovery Centers, housing shortage, and use of floating barges to provide housing for survivors.
- FEMA coverage remains steady with stories focusing on survivor registration assistance, housing problems, and questions and concerns regarding the application process.
- There has been great concern over contaminated floodwaters after Harvey with print articles dominating coverage. A New York Times piece revealed dangerous levels of toxins in Houston floodwaters.
- Wide coverage continues to focus on volunteerism, donations and charities with celebrity-laden telethons raising millions of dollars for flood survivors.
- Hurricane Irma continues to get most of the attention of the media attention.

Social Media Analysis

On social media today, scams, neighborhood debris issues and flood insurance continues to be on the minds of Texans. While there are some positive supportive posts about FEMA in general, the posts discussing Harvey and Texas tend towards negative sentiment.

Notable Quotes

“I hope people don’t forget about Rockport. We need the help.” – Ruben Sazon, Rockport resident.

“It’s very devastating to be in a shelter. It’s kind of hard, but we are getting everything we need. We are treated well. The Red Cross is amazing, and [the San Antonio Police Department] has been excellent and a great informational source for help around San Antonio.” – Alex Spero, Houston resident.

“We provide help and support for clients and staff in the shelter. [Our] role is to offer support, advocate for staff and clients, [and] when people ask us questions we help them find the right resource.” – Lynn Hottle, Red Cross volunteer from Maryland.

“We got lucky when Hurricane Harvey avoided Austin, but though it missed us, it hit our neighbors hard. Every time I’ve asked you to help our neighbors you’ve risen to the challenge.”- Steve Adler. Austin Mayor.

PRODUCTS

News products can be found at

<https://www.fema.gov/disaster/4332/updates-blog-and-news>

News Releases:

- Disaster Recovery Center Opens in Nueces County (09/14)
- Disaster Recovery Center Opens in Galveston County (09/14)
- NR-012 Disaster Recovery Center Opens in Harris County (09/13)
- NR-011 Disaster Recovery Center at George R. Brown Center to Relocate (09/13)
- NR-010 Disaster Recovery Center Opens in Jefferson County (09/12)
- NR-009 Mobile Disaster Recovery Center Opens in Wharton County (09/11)
- NR-008 FEMA hiring Texas residents for Hurricane Harvey recovery jobs (09/11)
- NR-007 Three Disaster Recovery Center to Open in Houston Area (09/10)
- NR-006 Disaster Recovery Center to open in Dallas (09/10)
- NR-005 Disaster Recovery Center Opens in Fort Bend County (09/08)
- NR-004 Disaster Recovery Centers to open in Montgomery County (09/08)
- NR-003 Disaster Recovery Centers to Open in Two Counties (09/07)

Frequent Asked Questions (FAQ):

- FAQ-001 Hurricane Harvey (09/08)

Fact Sheets:

- Home Inspections for Hurricane Harvey Survivors (09/13)
- FS-020 Navigating the Road to Recovery: More Help in Your Community (09/13)
- FS- 017 Register with FEMA Even if You have Insurance (09/13)
- FS-016 Questions about Your Determination Letter (09/07)
- FS-012 Local Officials: Call This Number to Reach FEMA Public Assistance (09/11)
- FS-011 How to Save Damaged Family and Personal Treasures (09/11)
- FS-009 Harvey Recovery: A Community Effort (09/10)
- FS-007 Donate and Volunteer Wisely (09/09)
- FS-006 Why should I return the SBA disaster loan application (09/09)
- FS-008 Texas Renters may be Eligible for Federal Help (09/09)
- FS-005 Helping Survivors with Disabilities in the Disaster Assistance Process (09/08)
- FS-002 Questions about your Determination Letter (09/07)

- FS-001 What to Expect when You Register for FEMA Disaster Assistance (09/07)

Media Advisories:

- Helpful Links for Media Covering Harvey Recovery (09/14)

Public Service Announcements (PSA):

- PSA-001 Disaster Recovery Centers Can Help People with Disabilities (09/12)

Talking Points:

- Update on Recovery Operation (09/14)
- TP-006 Aerial Mosquito Control in Wake of Hurricane Harvey (09/08)
- TP-005 FEMA initiates Transitional Sheltering Assistance Program (09/08)
- TP-004 Whole Community Helps Survivors Who Were Homeless Before Harvey (09/07)